RepairInsights

FOR INDEPENDENT BODY SHOPS

Genuine GM Parts | ACDelco

APR–JUN 2013

ALSO IN THIS ISSUE

> New Rear Bumper Assemblies for Full-Size Vans Available
> GM Delivering on Collision Parts Packaging Improvements
> Vehicle Crash Avoidance Technology Makes Advances

2014 GMC Sierra, Chevrolet Silverado...

Next-generation pickups feature advanced designs and technology

More Inside:

Including Collision Repair Procedures.

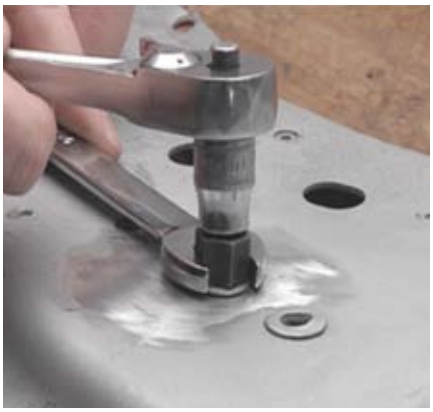
Access to GM vehicle collision repair information is free. Go to www.genuinegmparts.com for details.

CONTENTS

GM OE Service Parts Update 4
The latest word on product development and technologies.

Business of Repairs 6
New ideas that can benefit how your shop operates and profits.

The Technical Side 7
Discover new ways to approach service and repairs.



Genuine GM | Parts

GM RepairInsights Online

More Genuine GM Parts resources and links.

Download this issue and past issues of GM RepairInsights magazine at…

www.gmrepairinsights.com

GM RepairInsights Headquarters
2604 N.E. Industrial Dr., #230
N. Kansas City, MO 64117
Email: dealersupport@proactgroup.com

Compliments of your GM dealer.

We invite your input and suggestions.
Please address letters to the editor to the above address. Letters submitted imply the right to edit and publish. Every effort is made to ensure the accuracy of the information in the offers contained in this magazine. However, printing and typographical errors may occur. These are not intentional and are not the responsibility of GM, any dealer or the companies or individuals who create, produce and distribute this magazine. Offers and pricing may change at any time without prior notification. The descriptions and specifications in this publication were in effect at the time of approval for printing. General Motors reserves the right to change specifications without notice and without obligation. Published letters do not necessarily reflect the opinions of General Motors or General Motors Parts. General Motors, Detroit, MI 48202.

© 2013 General Motors • All rights reserved.

We Support Voluntary Certification
National Institute for
AUTOMOTIVE SERVICE EXCELLENCE
www.ase.com

Bump The Competition

Save Time, Save Money!

GM OE Service parts quality, fit and performance at competitive prices . . . why choose anything less?

Of all the reasons to use Genuine GM Parts, you can add unbeatable value to the list.

Because now, your GM dealer can offer highly competitive pricing on the Genuine GM Parts that make up a very large portion of the total collision parts business.

Getting Genuine GM Parts at aftermarket competitive prices is easy.

1. Send a complete **insurance** repair estimate to your GM dealer.
2. Your GM dealer will review and notify you about Genuine GM Parts that are eligible for "Bump The Competition" discounts.
3. Place your order and take advantage of the savings!

www.genuinegmparts.com

Over 4,900+ part numbers now available in the Genuine GM Parts "Bump The Competition" program

CATEGORY	QUANTITY OF PART #S	CATEGORY	QUANTITY OF PART #S
Lighting	670+	Panels	170+
Fascias	460+	Supports, Brackets, Braces	140+
Wheels	390+	Radiators, Condensers	130+
Mirrors	380+	Frames	120+
Bars, Absorbers	240+	Hoods	100+
Doors	230+	Rods, Struts, Fans, Hubs, Belts	70+
Fenders	200+	Moldings	60+
Grilles	190+	Windows, Windshields	50+

*Ask your dealer for program details.

genuinegmparts.com

Genuine GM | Parts

Get Full-Size Van Customers On Their Way With **New Rear Bumper Assemblies**

If your commercial van customers want their repairs done yesterday, factory-assembled Genuine GM Parts rear bumpers may help you deliver.

Rear bumper, 2013 Chevrolet Express

Installation-ready assemblies for 2003–2013 Chevrolet Express and GMC Savana passenger and cargo vans are a time-saving alternative to purchasing and assembling 10 component parts.

"The addition of full assemblies for service is our way of saying 'we hear you' when Independent Body Shops (IBSs) tell us they value a one-stop supplier who has the parts in the formats they need to complete repair jobs as quickly as possible," says Chad Ogden, product specialist – Collision Parts, for GM Customer Care and Aftersales (GM CCA). "Component parts for these repairs remain our default service strategy to accommodate every customer, and we will continue to service them, but we think offering full assemblies will be an attractive option for many customers."

In all, four application-specific assemblies are available in either chrome or black. The bumpers and brackets are interchangeable from 1997 to 2014. A step-pad and end-cap "extension" change in 2003 from gray to black is why the usage range only spans from 2003 to 2014. All bumper assemblies include step-pad, end-cap "extensions" and mounting brackets.

For model-year 2013 applications, select Chevrolet and GMC vans will come with a rear park-assist option (UD7). For vehicles built with the UD7 option, sensors and a wire harness with pigtail are included in bumper assemblies.

According to Ogden, the success of bumper assembly sales for Silverado and Sierra is ultimately what drove GM to offer rear bumper assemblies for full-size vans. The chart on the right is a complete list of rear bumper assemblies available from GM CCA.

GM CCA is scheduling a mid-May launch of the assemblies.

Rear bumper assembly – illustrated view

Transparent view indicates sensors and bumper brackets

GM Bumper Assembly Applications

Model Year	Application	Option	Part Number
1999 - 2007	GM Truck GMT-800 Light Duty	Fleetside	12496085
1999 - 2005	GM Truck GMT-800 Light Duty	Stepside	12496087
2007 - 2010	GM Truck HD Single Rear Wheels	w/out Park Assist	19259332
2007 - 2010	GM Truck HD Single Rear Wheels	with Park Assist	19259333
2007 - 2010	GM Truck HD Dual Rear Wheels	w/out Park Assist	19259334
2007 - 2010	GM Truck HD Dual Rear Wheels	with Park Assist	19259335
2007 - 2013	GM Truck Light Duty	with Park Assist	20899360
2011 - 2013	GM Truck HD Dual Rear Wheels	with Park Assist	22792252
2011 - 2013	GM Truck Heavy Duty	with Park Assist	22792253
2011 - 2013	GM Truck Heavy Duty	w/out Park Assist	22932801
2011 - 2013	GM Truck HD Dual Rear Wheels	w/out Park Assist	22792255
2007 - 2013	GM Truck Light Duty	w/out Park Assist	22932803
2003 - 2014	Express/ Savana - Chrome	w/out Park Assist	25962249
2003 - 2014	Express/ Savana - Black	w/out Park Assist	25962250
2013 - 2014	Express/ Savana - Black	with Park Assist	22783433
2013 - 2014	Express/ Savana - Chrome	with Park Assist	22783434

Chevrolet Silverado/GMC Sierra and Chevrolet Express/GMC Savana Rear Bumper Assemblies:

The assembly units are "plug-and-play" and include:

- ✔ ***OE fit and finish-*** bumpers fit right the first time
- ✔ ***Park assist sensors when applicable –*** you won't spend time testing and installing sensors
- ✔ ***Fully wired license plate lamps when applicable***
- ✔ ***Competitive prices –*** allowing you to use OE replacement parts and give your customers the fit and finish they deserve at a price they are willing to pay

Form-fitting fascia "boomerang" box

Packaging Worthy of the Part

Genuine GM Parts Packaging Effort Targets Superior Arrival Quality

A collision isn't the only occasion when exterior vehicle parts sustain damage. Before they're even unpacked replacement parts risk being crushed, twisted, broken and shattered.

Parts packaging that fails to hold up during the rigors of distribution can sideline parts before repairs even begin. The problem often lies with both packaging and handling deficiencies. The result can be costly delays as parts are re-ordered and re-shipped.

GM Customer Care and Aftersales (GM CCA) is working to ensure damage remains an extreme rarity where Genuine GM Parts are involved. Over the past five years, GM CCA quality engineers have been intensely studying parts damage. "Now," says Andrew McKittrick, GM CCA Quality/Damage analyst, "the focus is turning to new packaging designs that will offer the best protection in the business."

"Using weekly damage data on an individual part number basis we are tracking the details of every claim, and our strong staff of packaging and quality engineers have created the statistics and studies showing where we need to make improvements," says McKittrick "That data is helping us understand why packaging fails at different points in the distribution network and how to produce new design ideas which we're now putting in place."

By isolating common denominators in failure, improvements can be made to packaging spanning broad parts categories. It's not a "one-size-fits-all" approach, instead it offers a way to more quickly implement changes.

And that's already happening across several Genuine GM Parts families, including:

✔ **Headlamps:** Expandable foam bags are out, and trays are in. Trays will better secure the headlamp inside the box.

✔ **Mirrors:** After identifying a common and routine damage problem with some 160 mirrors, GM CCA designed a single new pack.

✔ **Exhausts:** After isolating a specific problem of damaged exhaust tips, packaging now incorporates extra protection at the ends. Now, if a box is dragged across the floor, a bubble sheet/corrugated push-on box will protect chrome tips.

✔ **Fascias:** A new form-fitting "boomerang" box will reduce scuffing, scraping and warping on especially susceptible fascias.

✔ **Tailgates/liftgates:** Soft foam will replace hard honeycomb block protective inserts on many sheet metal packages. With more Class A protection, damage is down nearly 25%.

✔ **Doors:** An upright box with internal packaging allowing the Class A surface to float will replace the damage-prone traditional "laydown" package.

"Prior to rollout, parts packages for Genuine GM Parts are thoroughly tested," says GM CCA packaging supervisor, Todd Gibbon. Testing protocols exceed those of shippers like Federal Express or UPS. Packaging must hold up through 10 drops from 47 inches, compared to 30 inches for carriers. It also must sustain a three-hour vibration test in horizontal and vertical orientation.

"Obviously, it doesn't matter how good a part is if the customer can't get it," says Gibbon. "GM CCA has always strived to be the best in not only parts quality, but how they're packaged. Now we're focused on going to the next level and we're saying that we're going to be the best in that respect, bar none."

2014 Truck Leaders

Stronger and More Capable Silverado, Bold and Refined Sierra Ready to Launch

Next-generation pickups feature advanced powertrains, design and technology

2014 Silverado and Sierra at a Glance

Silverado and Sierra cabs are stronger than ever before, with nearly two-thirds of the structure made from high-strength steel for a confident feel and improved safety.

Similarly, the main rails and key cross members of the updated frame are high-strength steel with major elements hydroformed for reduced mass and improved strength.

Both pickups are made from roll-formed steel for increased strength and reduced mass, compared with the stamped beds used by major competitors.

New bumper corner steps, combined with handholds built into the new box rail protectors, make it easier to access the box.

Three all-new EcoTec3 engines

Three new EcoTec3 engines developed specifically for the demands of truck duty cycles are now available. All feature a trio of state-of-the-art technologies – direct injection, cylinder deactivation and continuously variable valve timing – that optimize power, torque and efficiency across a broad range of operating conditions.

Due to the added torque of the new V8 engines, new 9.5- or 9.76-inch rear axles are used.

2014 GMC Sierra

The Technical Side (cont'd.)

The new trio of engines is designed to match the needs of truck customers, and to provide more horsepower, more torque and better fuel economy than previous Silverado and Sierra engines.

All three engines feature an advanced combustion system for more efficiently turning fuel into work and all three are designed to seamlessly switch to four-cylinder mode to improve efficiency during light-load driving.

Aluminum blocks and heads help lower weight. The new engine family includes:

✔ **A new standard 4.3L V6.** Its large displacement delivers the torque to power a crew cab and pull a substantial trailer.

✔ **A new 5.3L V8.** It is engineered to provide more horsepower, more torque and better fuel economy than the current 5.3L V8.

✔ **A new 6.2L V8.** It is engineered to be the most capable engine in any light-duty pickup.

All three engines feature a six-speed automatic transmission with gear ratios and shift schedules optimized for performance and efficiency. The transmissions feature Auto Grade Braking, which downshifts on downgrades to help reduce brake wear.

2014-4.3L V6 EcoTec3

Even though the 2014 Chevrolet Silverado and the 2014 GMC Sierra are new vehicles, service and repair information resources are a click away at **www.gmtechinfo.com –** *Electronic Service Information.* Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual will soon be accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available for the vehicles by going to **www.genuinegmparts.com.**

Service Bulletin: Electrical Ground Repair Overview

#10-08-45-001D: Information for Electrical Ground Repair – Use New Replacement Fasteners with Conductive Finish

Subject: Information for Electrical Ground Repair – Use New Replacement Fasteners with Conductive Finish

Models: 2014 and Prior GM Passenger Cars and Trucks

Proper electrical system function relies on secure, stable and corrosion-free electrical ground connections. Loose, stripped, or corroded connections increase the possibility of improper system function and loss of module communication. These conditions may also lead to unnecessary repairs and component replacement.

In general, electrical ground connections are accomplished using one, or a combination of the following attachment methods:

- Welded M6 stud and nut
- Welded M6 nut and bolt
- Welded M8 nut and bolt

Determine which attachment method is used and perform the appropriate or alternative repair as described in this bulletin.

M6 Weld Stud Replacement

Caution: *Use only the GM-approved replacement fasteners with conductive finish for electrical ground repair.*

1 Select a location adjacent the damaged or missing M6 ground stud having 20 mm (0.79 in) clearance behind the panel surface and 20 mm (0.79 in) clearance surrounding the M6 conductive rivet stud flange.

2 Using GM approved residue-free solvent or equivalent, remove any grease from the repair site and allow to dry.

Note: *Ensure 20 mm (0.79 in) clearance is maintained behind the panel to be drilled.*

3 Drill a 10 mm (0.40 in) diameter hole through the panel.

4 Remove paint and primer from the area surrounding the 10 mm (0.40 in) hole until bare metal is visible.

Important: *The M6 conductive rivet stud as shown, can accommodate a panel thickness range of 0.7-4.2 mm (0.03-0.17 in). If there are layers of sheet metal, they should be touching without any air gaps to ensure a good ground.*

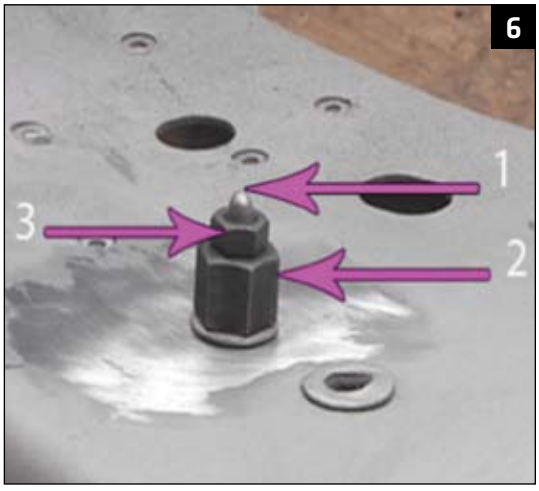
5 Select a M6 conductive rivet stud. Refer to the Parts Information section of this bulletin.

Note: *Use the GE-50317 rivet stud tool kit.*

6 Place the M6 conductive rivet stud (1) in the 10 mm (0.40 in) hole. Assemble the rivet stud tool (2) with the groove and flare side facing the rivet stud, then the washer and the M6 nut (3).

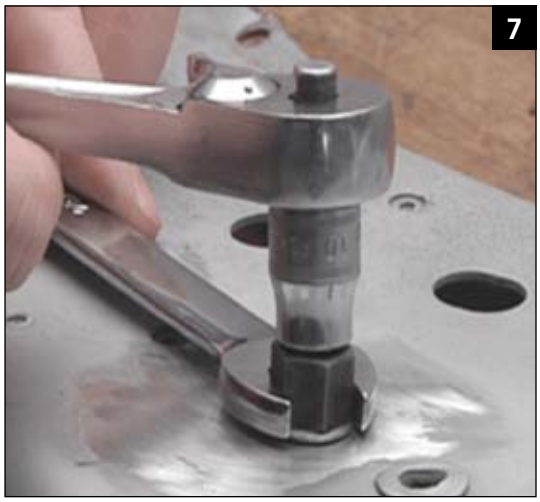
4

5



6

Electrical Ground Repair, M6 Weld Stud Replacement (cont'd.)



7 Using a wrench on the rivet stud tool, and a socket on the M6 nut, secure the M6 conductive rivet stud.

8 Ensure the rivet stud is securely fastened, *WITHOUT ANY* detectable movement.

9 Completely wrap the threads of the rivet stud with painters tape or equivalent.

Note: *The rivet stud and surrounding panel area MUST BE properly refinished PRIOR to the installation of the ground wire terminal and conductive nut to maintain a secure, stable and corrosion-free electrical ground.*

10 Refinish the repair area using an anti-corrosion primer. Refer to Anti-Corrosion Treatment and Repair in SI.

11 Allow the refinished repair area to cure sufficiently before removing the protective material applied to the rivet stud threads.

12 Remove the painters tape or equivalent from the rivet stud threads.

13 Using GM approved residue-free solvent or equivalent, thoroughly clean the rivet stud threads to remove any adhesive and allow to dry.

14 Using a small brush, apply Dielectric Lubricant GM P/N 12377900 (Canadian P/N 10953529) to the threads of the M6 conductive rivet stud.

Note: *Fretting corrosion is a build-up of insulating, oxidized wear debris that can form when there is a small motion between electrical contacts. The oxidized wear debris can accumulate at the electrical contact points causing the electrical resistance across the connection to increase.*

15 Carefully remove ANY corrosion or contamination that may be present on the electrical ground wire terminal.

16 Install the electrical ground wire terminal to the rivet stud.

17 Select a M6 conductive nut. Refer to the Parts Information section of this bulletin.

18 Install the M6 conductive nut to the rivet stud and Tighten to 8 Y (71 lb in).

19 Verify proper system operation.

Note: *The remainder of this bulletin with complete procedures for M6 Weld Nut, M6 Weld Nut Alternative Repair, M8 Weld Nut and M8 Weld Nut Alternative Repair is available as a download by going to www.gmrepairinsights.com.*

WE'VE GOT ALL THE PARTS YOU NEED!

If you're doing a collision repair procedure, remember that we've got all the related parts you need – adhesives, windshields, chassis and suspension parts, cooling system parts – whatever you need to complete the job right, the first time.

Advance of Vehicle Crash Avoidance Technology Raises Hopes and Questions

Safety improvements may have prevented millions of vehicles from being damaged in collisions over the last decade. Next-generation advances in vehicle crash avoidance systems could prevent millions of collisions in coming years.

So say new government and insurance industry studies that are building the case for making technologies like automatic braking, stability control and lane departure warning systems standard features on vehicles.

However, the real "impact" on collision reduction won't happen overnight. If systems prove cost-effective enough for mass deployment, a critical mass of vehicles protected by the technology may still be years away depending on the manufacturer. For another, these systems will need much refinement before they can deliver a truly "collision resistant" vehicle. Third, these early systems are largely geared to low-speed, front-to-rear accidents, which account for a portion of accidents.

GM is at the forefront of industry efforts to refine and incorporate crash avoidance technology. Cadillac is leading the way, outfitting some XTS models with "awareness" systems that flash warnings and alerts of impending danger and "assist" technologies like automatic braking, adaptive cruise control and collision preparation.

These are the types of technologies that hold real promise for reducing collisions, say groups like the National Highway Traffic Safety Administration (NHTSA) and the Insurance Institute for Highway Safety (IIHS).

In a study released last June, the NHTSA concluded that safety improvements incorporated into model year 2001-2009 vehicles prevented the crashes of 700,000 vehicles. Improvements to the 2008 fleet alone prevented 200,000.

"We estimate the likelihood of crashing in 100,000 miles of driving has decreased from 30 percent in a model year 2000 car to 25 percent in a model year 2008 alone," the report said.

Following closely on that report, the National Transportation Safety Board called for making a menu of established and emerging crash avoidance technologies standard elements of new vehicles. It put those technologies on its annual "Most Wanted List" of transportation safety improvements.

Cadillac's Front and Rear Automatic Braking acts like a "virtual bumper," slamming on the brakes as a last resort to help drivers avoid crashes.

"The nature of repairs will become more complex as these systems that incorporate sensors and more exotic types of materials are installed," says Ron Doerr, GM Dealer wholesale manager. "In many ways you're working on a computer, not a car anymore and the advent of crash avoidance systems makes that even more true."

Genuine GM | Parts

Genuine GM | Parts

We're one stop. For your shop. Genuine GM Parts. Plus all the associated parts you need.

CLIP AND PLACE BY YOUR TELEPHONE

Give us a call for Genuine GM Parts and associated collision repair parts. All at one convenient location.

Genuine GM | Parts